



# CASE STUDY

## Driving change through tailored programmes

### THE CHALLENGE

Changing policies and processes within an established business requires a great deal of consideration and planning. A well organised change strategy can reduce stress and ensure a smooth transition into the new regime. This change can be particularly challenging when at the same time you are attempting to on-board new-hire trainee solicitors into a firm.

This is a position that our client, a high-profile city law firm, found themselves facing as they endeavoured to launch a series of new internal processes and policies alongside a new procedure manual. To meet this challenge head-on the firm were keen that their new intake of trainee solicitors would be immersed in the detail of the manual as soon as possible after joining the firm.

Unfortunately, this meant there was insufficient time to build both the introduction of the new processes and manual and the compulsory Professional Skills Course (PSC), into the induction period for their new recruits.

### OUR SOLUTION

Kaplan Altior was tasked to develop a training programme that incorporated the compulsory elements of the PSC whilst at the same time building in the bespoke requirements of our client.

Working collaboratively with key stakeholders our training solution cleverly interweaved the detail of the manual into tailored PSC course materials and interactive training sessions – thus tackling both issues simultaneously.

Our training approach was to utilise a blend of trainer presentation, trainer led discussion and practical firm specific exercises to ensure learning for both elements was understood and suitably embedded.

### END RESULT

The participants developed a collective understanding of the organisation's change priorities, allowing them to be instantly engaged with the new policies and the procedures manual.

At the same time, the trainees completed their compulsory training without the induction period needing to be prolonged, meaning that they were able to join their first seats on schedule, as planned.

Contact us for more information  
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